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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the administrative assisting occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Nine duties are broken down into a number of tasks and for each task a table is presented, showing: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; science; math--number systems; and communications. The duties include: coordinating application of government rules and regulations and personnel procedures; supervising work; conducting research reports; organizing staff meetings, orientations, conferences, or conventions; building good public relations; purchasing office equipment and supplies; preparing for business trips; and processing correspondence. Appended are lists of precautions for safety hazards and standard office supplies. (BP)

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Occupational Analysis

CE004263

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ADMINISTRATIVE ASSISTANT

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MAY 19 1975

Instructional Materials Laboratory
Trade and Industrial Education
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AN ANALYSIS OF THE ADMINISTRATIVE ASSISTING OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of condulting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis inlcuded a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

Administrative Assistant covers duties very clerical in nature to more administrative and supervisory duties very specialized in nature. The scope of this occupation depends upon the size and kind of business. It crosses all other occupational areas.

Since there is much ambiguity in the title, this analysis views the person in this job as a "right hand man" to a superior. The person will receive directives and carry them out at the discretion of a superior. This does not preclude that the assistant will not have some decision making power.

This analysis has been classified into nine major areas that seem to define the broad areas of duties that such a job might require. (See Duty Statements). The assistant could very well be responsible for effecting one or more of them.

As this occupation is not an entry level one for a high school graduate (work experience, post secondary education or both required), it is assumed that the person functioning in this role has a general background in basic math skills and concepts; a good command of the English language; an understanding of data processing techniques; an understanding of office skills (typing, filing, math-oriented machines, reporduction processes, dictating equipment); and a feeling for people either for working with them or manipulating them.

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JOB DESCRIPTION

The Administrative Assistant aids or relieves the executive through planning, organizing, executing and evaluating office functions that are directly related to general or specialized business operations.

Job duties include: Processing correspondence; conducting research; supervising work; coordinating personnel procedures; organizing staff meetings, conferences and conventions; purchasing office equipment and supplies; coordinating application of government regulations; building good public relations; preparing for business trips

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Duty A Coordinating Application of Government Rules and Regulations

1 Prepare for implementation of government rules and regulations
2 Act as liason between company and government

(TASK STATEMENT) PREPARE FOR IMPLEMENTATION OF GOVERNMENT RULES AND REGULATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Technical references books Telephone Standard office supplies Dictionary Technical dictionary List of government periodicals	Be familiar with terminology Subscribe to government periodicals Obtain legal interpretation e.g., legal aid, lawyer, accountant	

DECISIONS	CUES	ERRORS
Determine what regulations apply to the company	Type of company Company policy Requirements	Law suit instigated Infringment of rules

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Be ethical in dealing with legal interpretation of regulations Concept: Honesty, integrity	Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Dewey decimal and other legal systems] Roman numerals Basic math skills and concept in relation to reading and interpreting legal limits i.e., OSHA standards, taxes, etc.	Read governmental periodicals Write for subscriptions Correspond or discuss legal interpretation with qualified person

(TASK STATEMENT) ACT AS LIASON BETWEEN COMPANY AND GOVERNMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
File cabinet Previous records Standard office supplies Telephone Government report forms	Keep pertinent records Provide information for people or departments concerned Complete and send reports to government Attend court hearings: File legal notices Present facts Supply records Follow up on court actions	

DECISIONS	CUES	ERRORS
Determine legal obligation to employer verses employee	Company policy Specifics of the situation Employee rights	Unfair business practice Unnecessary expense Law suits

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Be ethical in complying with laws and court hearings Concept: Honesty, reliability, integrity, loyalty	Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Dewey decimal system and other legal code system] Roman numerals Basic math skills and concepts in relation to reading and interpreting legal limits i.e., OSHA standards, taxes, etc.,	Record information Write or converse about court action

Duty B Supervising Work

1 Plan work to be completed
2 Schedule work flow
3 Direct work in process
4 Evaluate work

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(TASK STATEMENT) PLAN WORK TO BE COMPLETED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Request form Typewriter Any specialized equipment for specialized task Technical books Math-oriented machine Standard office supplies Cost sheets Company policies and procedures Order form Telephone	Obtain company requests Initiate work in need of completion Observe and inquire about work in process Identify priorities Evaluate best people and resource utilization Compute cost factors Order equipment and supplies	

DECISIONS	CUES	ERRORS
Determine how work load is to be managed for optimum use of company resources and materials Determine importance of work involved - priority Determine materials needed	Company policy; availability of resources; speed factors; expense consideration Company policy, speed factors; expense consideration; instructions Instructions; type of job to be performed	Inefficiency; incompletion Important work late

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Recognize the feelings of the worker as he is being observed. Concept: Tension, boredom, frustration, threat, peer group	Basic arithmetic skills with emphasis on percentages in relation to discounting Measure time and speed for job completion i.e., man-hours per machine Metric geometry - basic concepts, i.e., perimeters, area, and volume	Read written requests Converse with employees about work in process Write order for supplies and equipment

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(TASK STATEMENT) SCHEDULE THE WORK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Work order Standard office supplies Telephone	Set up time table for work Implement work schedule	

DECISIONS	CUES	ERRORS
Determine priorities of tasks in the work load	Instructions Speed requirements	Inefficiency Slow and expensive completion

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Be sensitive to feelings of employees Concept: Fairness, potential, abilities, creativeness, perserverance, adaptability, flexibility, consistency	Construct time table chart - table for scheduling Measure of time and speed for setting up time allocation of work Basic arithmetic skills and concepts with emphasis on rounding and estimating time in relation to conversion of fractions to interval of time	Give verbal assignments and directions Write assignments and directions

(TASK STATEMENT) DIRECT WORK IN PROCESS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Work schedule Standard office supplies Resource people Research books Dictionary	Obtain feed back on work in process Identify problem areas Find solutions to problems Evaluate solution results Reassign work if necessary Motivate employees to properly utilize time and resources	

DECISIONS	CUES	ERRORS
Implied - re-route work if not completed as scheduled	Work progress	Inefficiency Slow and expensive completion

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Motivating employees Concept: Recognition, consistency, cooperation, respect, tact, morale, fairness, reward Management techniques regarding problem solving; personnel utilization; resources and facilities	Construct time table chart - table for scheduling Measure of time and speed for setting up time allocation of work Basic arithmetic skills and concepts with emphasis on rounding and estimating time in relation to conversion of fractions to intervals of time Work with problem solving strategy	Converse with employees Motivate through verbal communication by: tone of voice clear diction precision instructions proper word choice Motivate through non-verbal communication by: facial expression body language: gesture movement eye contact distance Talk with employees on work in process and identifying problems, finding solutions, implementing solutions, and evaluating solutions

(TASK STATEMENT) EVALUATE WORK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Company policies and procedures book	Inspect work Approve work: Reports, letters, memorandums, business forms, data, blueprints, layouts, objects Reassign unsatisfactory work	

DECISIONS	CUES	ERRORS
Determine if task completion meets with company specification	Instructions Company policy	Inefficiency Slow and expensive

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Ability to recognize good work. Concept: Proficiency, performance, recognition Principle: Use ethical standards in evaluation Concept: Consistency, fairness, tact	Basic math skills and concepts dependent on need of work being evaluated	Read for accuracy: Word choice, syntax, punctuation, spelling Indicate verbally corrections, approval, or reassignment Write corrections, approval, or reassignment

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Duty C Coordinating Personnel Procedures

1 Advertise and post job openings
2 Staff the office
3 Arrange in-service training
4 Supervise attendance
5 Solve personnel problems
6 Conduct performance and salary review

(TASK STATEMENT) ADVERTISE AND POST JOB OPENINGS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone Standard office supplies Typewriter Reproduction machine Drafting equipment Company policies and procedures book Research books	Identify need for new employee Identify job specifications Post job opening for present employees Select best means of external advertising: radio, television newspaper, magazines Implement advertising media schedule	

DECISIONS	CUES	ERRORS
Determine advertising schedule Determine content of advertisement	Time and cost consideration Union policies Company policies	Incomplete communications

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: To be ethical in filling job openings Concept: Fairness, observing the law - equal opportunity	Understanding of basic math skills and concepts with emphasis on measure of time and motion in relation to cost factors	Write advertisement Read or discuss personnel request Write specifications for new positions Write to and/or discuss with advertisers

(TASK STATEMENT) STAFF THE OFFICE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Applicants Applications Telephone Typewriter Tests Testing equipment Company policy and procedure book	Review and screen applications Interview and test applicants Check references Recommend personnel Assign person to opening Prepare personnel file Orientate new employees to company policies, to position, fellow workers, union people	

DECISIONS	CUES	ERRORS
Determine if applicant is suited for job opening (discussion)	Applicant's attitude, references; experience; education; etc. Company policy Salary availability	Inadequate personnel

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
The interviewer should be ethical in reporting to the potential employee exactly what the company has to offer without distorting the facts The interviewer will have to make value judgments when assessing the potential employee Concepts: Honesty, reliability, sincerity, potential	Understanding of basic math skills and concepts with emphasis on statistics of evaluation and testing	Read application Verbally conduct interview Direct applicants on tests Listen during interview in order to make judgment of applicant Write recommendation Instruct employees on policy and procedure

(TASK STATEMENT) ARRANGE IN-SERVICE TRAINING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Company policies and procedures manual Audio-visual aides Instructors Staff members Typewriter Standard office supplies Audio-visual equipment Telephone Research books Technical references	Identify need for training Develop training curriculum Prepare audio-visual aids Appoint instructors Make physical arrangements for: place, date, time, refreshments, room arrangement, audio-visual equipment Notify staff of training program Conduct training session	

DECISIONS	CUES	ERRORS
Determine what staff should be involved Determine how work flow will be interrupted by training Determine who would be the most efficient instructor Determine if a need exists for a full time instructional team	Company policy Frequency of training sessions Personnel availability Company priorities	Inadequate training Time and cost

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: In planning curriculum, recognize esteem needs of participants Concept: Achievement, status, accomplishment, frustrations, performance, reinforcement Logistics in scheduling physical arrangments, etc.	Understanding of basic math skills and concepts with emphasis on statistical analysis of time, cost, space, testing measurements	Read company policies and procedures Write training curriculum Write or give verbal indication for physical arrangements and notification of staff

(TASK STATEMENT) SUPERVISE ATTENDANCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Telephone Standard office supplies Typewriter Company policies and procedures book Research books	Schedule and coordinate vacation Schedule and coordinate time off: leaves of absence, early dismissal, late arrival, sick leave Schedule breaks and lunch Reprimand for violation of company policy in regard to attendance	

DECISIONS	CUES	ERRORS
Determine work flow interruptions by time off Determine best method of vacation scheduling - close entire company or stagger vacations Determine reprimanding procedures	Company policy Employee needs Time availability Requirements of work load	Poor work performance Dissatisfaction of employer

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Principle: In addition to considering the need of employees to continue the work flow effectively, recognize the social needs of the employee Concept: Adaptability, flexibility, conflict Principle: Be ethical in coordinating all absence Concept: Fairness in scheduling and giving time off, incentive and loyalty should result, consistency, morale	Basic arithmetic skills and concepts in relation to time and task budgeting	Write schedule for vacation or time off Verbally give directions for breaks and lunch Speak or write reprimand for violation of company policy Discuss company policy with staff Read research books on dealing with staff

(TASK STATEMENT) SOLVE PERSONNEL PROBLEMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Telephone Personnel file Resource people Reports from supervisors Research books	Identify problem: Interpersonal problem, employee morale, attendance, attitude, tardiness, lack of motivation, poor work quality Collect data Examine alternatives Evaluate alternatives Implement change or correction Evaluate change Act as liason	

DECISIONS	CUES	ERRORS
Determine strategy to be used for problem solving	Company policy Personnel requirements Frequency of occurrence	Poor labor relations

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Effective problem solving strategies Concept: Cooperation, honesty, integrity, tact, group pressures, adaptability, reinforcement, job security Principle: Determine unmet needs causing problems Concept: Fear, frustration, inability to achieve, perservance	Understanding of problem solving technique	Discuss issues with persons involved Consult with resource people about solution Listen for underlying sources of problems

(TASK STATEMENT) CONDUCT PERFORMANCE AND SALARY REVIEW

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Performance rating sheet Office Salary recommendation Telephone Typewriter Personnel file Standard office supplies Research books	Rate performance of employee Discuss performance evaluation Review salary recommendations or make salary recommendation Discuss employment status: transfer, dismiss, retaining present position, voluntary termination, promote, place on probation Relate probationary policy for failure to meet minimum company requirements	

DECISIONS	CUES	ERRORS
Determine degree to which employees are meeting job performance	Intrepret behavior of employee Intrepret supervisory reports	Inefficient review procedure Low employee morale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Esteem needs need to be recognized Concept: Incentive, recognition, leadership, performance, capabilities, motivation, reinforcement, prestige Principle: Interpret behavior of employee Concept: Ability, performance, perserverance, proficiency, consistency, security Principle: Establish self-realization with employee Concept: Potential, capability, fulfillment of abilities	Understanding of basic math skills and concepts with emphasis proportionate relationships and statistics of testing and measurement	Write performance evaluation and salary recommendation Read salary recommendation, research books and performance rating Discuss performance factors with employees

Dut, D Conducting Research Reports

1 Identify content of the study
2 Collect information
3 Gather statistical data
4 Analyze and report data
5 Make an outline
6 Write the first draft
7 Make illustrations
8 Revise report
9 Finalize report for reproduction

(TASK STATEMENT) IDENTIFY CONTENT OF THE STUDY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Resource people Standard office supplies Reference books Technical books Research books	Identify purpose and scope Choose a working subject Make tentative list of topics Define specific questions to be answered	

DECISIONS	CUES	ERRORS
Implied - application of procedure		Incorrect identification

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Write ideas for topics

(TASK STATEMENT) COLLECT INFORMATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Technical books Reference books Telephone Previous correspondence Standard office supplies Research books	Recall personal experience Talk with resource people Read published material Read other written material	

DECISIONS	CUES	ERRORS
Determine what information is useful	Specific needs Topic requirements	Useless data Improper collection

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic math skills and concepts with emphasis on strategies of sampling and other basic statistical elements i.e., trends Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Dewey Decimal System]	Questioning (verbally) resource people Read published materials, written material - letters, in-house organs, memorandums

(TASK STATEMENT) GATHER STATISTICAL DATA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Technical books Reference books Previous correspondence Resource people Math - oriented machine Research books	Select survey technique Develop survey questions Collect data from survey Collect data from published references	

DECISIONS	CUES	ERRORS
Determine important variables and control items to use surveying	Topic requirements Psychology testing techniques	Incorrect data Invalid results Lost time and money

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic math skills and concepts with emphasis on strategies of sampling and other basic statistical elements i.e., trends	Read, write and/or converse in implementing survey

(TASK STATEMENT) ANALYZE AND REPORT DATA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Math - oriented machine	Select statistical treatment Classify data Compute data Record data statistics Determine significant level Report data	

DECISIONS	CUES	ERRORS
Determine means of recording data, i.e., graph, chart, table etc.	Refer to current, reliable resources Project requirements Subject requirements	Incorrect analyzation Distorted data Inconclusive result

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic math skills and concepts with emphasis on statistical analysis	Record and report data

(TASK STATEMENT) MAKE AN OUTLINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Research findings	Select purposeful topics Arrange topics in logical sequence	

DECISIONS	CUES	ERRORS
Determine the best sequence for readers continuity	Logic	Poor comprehensibility

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic arithmetic skills with emphasis on sequencing	Write topics

(TASK STATEMENT) WRITE THE FIRST DRAFT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Outline Standard office supplies Typewriter Dictionary Thesaurus Technical dictionary Grammatical reference Reference books	Record the report on paper Write the summary	

DECISIONS	CUES	ERRORS
Determine if the reader is interested Determine if the reader understands Determine if the writing is in a lively, readable style Determine if the writing flows smoothly Determine if the report is coherent and has unity	Good English writing background Guard against plagiarism	Poor comprehensibility

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic math skills and concepts with emphasis on statical inferences and projections	Write report

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(TASK STATEMENT) MAKE ILLUSTRATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Drafting equipment Photgraphy equipment Graph paper typewriter	Pick information to be illustrated Choose appropriate method for illustration: graphs, charts, pictures, schematics, tabular Put illustration on paper: label necessary parts, write good captions, consult qualified illustrator	

DECISIONS	CUES	ERRORS
Determine final copy size Determine best method for presenting illustration	Task requirements Cost and time considerations Artist's capability	Poor end results Costly Unnecessary illustrations

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic math skills and concepts with emphasis on graphing and statistics	Consult with illustrator Confer with photographer Illustrate report

(TASK STATEMENT) REVISE REPORT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD -
Standard office supplies Dictionary Thesaurus	Read report Evaluate content Evaluate mechanics: sentence structure, spelling, punctuation, word choice, syntax, paragraph structure Evaluate writing style for consistency Edit report Rewrite the report	

DECISIONS	CUES	ERRORS
Determine the most effective style: formal approach or informal approach	Subject requirement Proposed report usage	Ineffective report Poor readability

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic math skills and concepts with emphasis on evaluating statistics	Read as a critic Rewrite report

(TASK STATEMENT) FINALIZE REPORT FOR REPRODUCTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Reference book Typewriter	Select format and relate to person reproducing report Write bibliography Write title page Write preface Write acknowledgment Write index Arrange report in correct order	

DECISIONS	CUES	ERRORS
Implied - application of procedure Implied - proper writing techniques	Reference books	Ineffective report

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic arithmetic skills and concepts with emphasis on roman numerals and sequential ordering	Write specialized pages of report

Duty E Organizing Staff Meetings, Orientations, Conferences, or Conventions

1 Prepare for staff meetings or orientations
2 Prepare for conferences or conventions

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(TASK STATEMENT) PREPARE FOR STAFF MEETINGS OR ORIENTATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone Standard office supplies Typewriter Audio-visual equipment and supplies Company policies and procedures Research books	Identify purpose of meeting and schedule date, time and room for meeting Notify staff of meeting purpose, meeting date and time, meeting room and materials needed Indicate room arrangement Arrange for audio-visual equipment accordingly Make arrangements for refreshments Assemble all necessary materials Prepare meeting agenda	

DECISIONS	CUES	ERRORS
Determine the most effective way to carry out tasks in preparing for the meeting	Time Cost Availability of people, place and equipment	Poorly prepared meeting Time and cost

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Physical arrangements affect participants Concepts: Achievement, comprehension, accomplishment, cooperation, performance, efficiency Principle: Determine participants needs Concepts: Enlightenment, fulfillment, achievement, proficiency, potential Principle: Logistics in scheduling physical arrangements of room	Understanding of basic math skills and concepts in relation to time, space, cost and allocations	Write or direct verbally about place, date, and time of meeting room arrangements, audio-visual equipment needed Inquire verbally about purpose and agenda of meeting

(TASK STATEMENT) PREPARE FOR CONFERENCES OR CONVENTIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Invitations Typewriter Telephone Standard office supplies Audio-visual equipment Business contact lists for hospitality, entertainment, meeting place, lodging	Identify purpose of meeting and duties to be completed Delegate responsibilities for: scheduling date and time, securing place, sending invitations, arranging for guest speaker, arranging for and recording registrations, making lodging and food arrangements for guest speakers and registered individuals, arrage for hospitality and entertainment, arranging audio-visual equipment, preparing program, reporducing handouts Prepare budget for conference or convention	

DECISIONS	CUES	ERRORS
Determine most economical route to ad adequately achieve purpose	Time Cost Availability of resources	Expense Confusion

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Physical arrangements affect participants Concepts: Achievement, comprehension, accomplishment, cooperation, performance, efficiency Principle: Determine participant's needs Concepts: Enlightenment, fulfillment, achievement, proficiency, potential Principle: Logistics in scheduling physical arrangements of room	Understanding of basic math skills and concepts in relation to time, space and cost allocation	Write budget Write invitation Read registrations Correspond about arrangements Discuss arrangements

Duty F Building Good Public Relations

1 Publish a house organ
2 Prepare for office tours
3 Seek professional involvement
4 Participate in community affairs

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(TASK STATEMENT) PUBLISH A HOUSE ORGAN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Camera Camera supplies Typewriter Drafting equipment and supplies Standard office supplies Math - oriented machine Reproduction machine Telephone	Assign reporters Collect data - births, deaths, retirement, transfer, termination, athletic program, honors, new programs, marriages, advertisement, human interest, technical news, statistics Write the articles; edit; and select illustrations Prepare for publication: layout, pasteup Reproduce publication Collate pages Distribute	

DECISIONS	CUES	ERRORS
Determine if data is offensive to other people Determine if articles are infringing on someone else's rights	Watch for incorrect spelling, duties and facts, omit gossip	Ineffective house organ Damage to employees' relations

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Use ethical practices in preparing house organ Concept: Loyality, honesty Principle: Motivate, personnel through the publication of internal newspaper Concept: Recognition, achievements, performance, creativeness, loyalty, honesty, cooperation, reinforcement	Understanding of basic mathematics skills with emphasis on graphing and statistics	Read for accuracy, content, grammatical structure Confer with reporter about assignment Write articles Direct reporter

(TASK STATEMENT) MAKE PREPARATION FOR OFFICE TOURS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Telephone	Scheduled tour: plan tour - when, where, why, how many; conduct tour - guide, explain; evaluate tour Unscheduled tour: greet visitor; identify where visitor wants to go; make arrangements for person(s) to get to destination	Safety: select areas where there is no chance of injury by machinery, flying particles, etc. Hazard: Bodily injury; law suit

DECISIONS	CUES	ERRORS
Determine reason for tour Determine best route to take Determine most effective people to use in conversing with people on tour	Use Time Cost Availability of personnel	Ineffective tours Expensive Non-educational

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Demonstrate ethical behavior Concept: Self-image, company - image, loyalty, reliability Principle: Logistics - logic of route and time of tour	Understanding of basic math skills with emphasis on time allocation and logical sequencing	Read or hear request for tour Correspond or discuss tour plans Converse during tour and with unscheduled visitor to determine purpose Give directions to visitor Listen to individuals

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(TASK STATEMENT) SEEK PROFESSIONAL INVOLVEMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magazine subscription list Standard office supplies Telephone	Join professional organization Act as company representative in professional organization Actively participate in organizations Subscribe and read professional periodicals Promote participation in organizations	

DECISIONS	CUES	ERRORS
Determine which organization and periodicals meet the needs of the professional Determine if the company should be committed	Application of personal interests Time, public relations	Over - extension of self Inefficient use of time

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Meeting social needs Concept: Ego, peer group status, respect, prestige	Understanding of basic math skills and concepts with emphasis logic	Write for subscription Read meeting notices/professional periodicals Report verbally to necessary company personnel about meeting

(TASK STATEMENT) PARTICIPATE IN COMMUNITY AFFAIRS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Community organization listings Telephone Standard office supplies	Campaign: identify community orgnizations with which you are going to work, give expertise and technical knowledge, act as liason between company and organization, supervise contribution functions	

DECISIONS	CUES	ERRORS
Determine which organization going to work with in a period of a year	Application of personal interests Company interest Company image in community	Over - extension of self

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Principle: meeting social needs Concept: Self-image, status	Understanding of basic mathematics skills and concepts with emphasis on graphing and statistics in relation to accounting	Read company statements, budgets, etc. Oral—demonstrate knowledgeble, articulate interest in community affairs Non-verbally communicate by attitude, dress, and body language Write necessary memorandums

Duty G Purchasing Office Equipment and Supplies

1 Identify and state needs for equipment and supplies
2 Select supplier
3 Place the order
4 Receive the equipment and supplies
5 Disburse funds for equipment and supplies

(TASK STATEMENT) IDENTIFY AND STATE NEEDS FOR EQUIPMENT AND SUPPLIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Telephone Request for equipment and supplies Supply cabinet Inventory cards and file	Check inventory cards Read memorandums or letters requesting equipment and supplies Check supply cabinet inventory Read blueprints for office expansion or remodeling Verify telephone request for purchase Identify needs for equipment and supplies by exact specifications	

DECISIONS	CUES	ERRORS
Determine if adequate supplies are on hand	Usage frequency Inventory and allocation	Improper inventory levels Costly

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic math skills in relation to cost and space allocation with emphasis on linear square and cubic measurements, coding (paper weights), estimation and proportion (projection)	Read inventory cards, memorandums, letters, blueprints Discuss needs of requester

(TASK STATEMENT) SELECT SUPPLIERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Telephone Typewriter Supply and equipment catalog Calculator File on office suppliers File on office supplies and equipment	Obtain a list of suppliers Visit suppliers Discuss products with representatives Let bids Request price quotation Compare prices	

DECISIONS	CUES	ERRORS
Determine quality and quantity of supplies and equipment to be ordered	Be aware of existing office combinations Know law for public fund usage Budget considerations Supplies availability	Poor expenditures Incorrect use of public funds

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Be ethical in selecting suppliers	Understanding of basic math skills and concepts in relation to cost and quality discriminations Metric systems	Write request for quotation Converse with sales representative Request verbally price quotations Write request for price quotations

(TASK STATEMENT) PLACE THE ORDER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Calculator Telephone Typewriter	Prepare purchase order or place call for order;indicate: style, color, quantity, stock number, brief description of item, unit price, extension price, shipping instructions Send purchase order to supplier Alert necessary people that goods have been ordered File purchase order request Note date order was placed on calendar	

DECISIONS	CUES	ERRORS
Implied - application of ordering procedure	Accuracy	Incorrect order placed Poor dollar allocation

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Understanding of basic arithmetic skills	Talk with supplier and/or other people about order Write supplier and/or other people about order Record date order was placed

(TASK STATEMENT) RECEIVE THE EQUIPMENT AND SUPPLIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Purchase order Shipping order Merchandise shipped Receipt record Inventory cards and file Typewriter	Unpack the contents Inspect the merchandise Count the contents Verify count with shipping order and purchase order Record receipt of merchandise Update inventory cards Disburse merchandise Send shipping order to bookkeeping department Follow up on back orders	

DECISIONS	CUES	ERRORS
Determine if the merchandise is satisfactory	Damage Quality If merchandise received corresponds with order	Incorrect merchandise received Merchandise received is damaged

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Demonstrate ethical behavior when handling supplies Concept: Honesty, reliability	Locate by approximation rational numbers and integers on the number line (sequential ordering)	Read to verify order Write receipt, up-date on inventory cards, follow-up on back orders

(TASK STATEMENT) DISBURSE FUNDS FOR EQUIPMENT AND SUPPLIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Invoice Purchase order Calculator Telephone Standard office equipment	Check invoice against purchase order Compute discounts Authorize payment of invoice	

DECISIONS	CUES	ERRORS
Determine accuracy of invoice	Discounts computed Arithmetical calculations checked	Payment of incorrect invoice Costly

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Principle: Demonstrate ethical behavior in dealing with other businesses Concept: Honesty, integrity, reliability (on time)	Understanding of basic arithmetic skills with emphasis on percentages	Authorize verbally payment of invoice Write authorization of invoice payment Read purchase order and invoice

Duty H Preparing for Business Trips

1 Prepare itinerary
2 Arrange for travel costs
3 Prepare expense reports

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(TASK STATEMENT) PREPARE ITINERARY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Telephone Hotel/motel book Transportation schedule Typewriter	Determine meeting schedule Select method of travel Make travel reservation Make lodging arrangements Type itinerary	

DECISIONS	CUES	ERRORS
Determine logical arrangements for the purpose of the trip	Instructions Geographic considerations	Delay Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Recognize social position of company being represented Concept: Status, peer group respect, group identity, prestige Logistics of travel	Understanding of basic math skills and concepts with emphasis on reading and intrepreting tables and maps, measurement of time and conversion between time zones, logic (if-then concept), and metric (length)	Write itinerary Correspond or telephone about travel and lodging arrangements Read air line charts and graphs

(TASK STATEMENT) ARRANGE FOR TRAVEL COST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Bank Credit cards Traveler's checks Standard office supplies Telephone Travel insurance information	Estimate expenses Have estimated expenses approved Assemble credit cards Purchase traveler's checks Purchase travel insurance	

DECISIONS	CUES	ERRORS
Determine if trip is paid in advance or afterwards by the company Determine need for travel insurance	Instructions Company policy	Poor expense accounting

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Recognize social position Concept: Status, financial position, prestige	Understanding of basic arithmetic skills and concepts with emphasis on estimation and rates (i.e., monetary exchange.)	Talk to bank representative Talk to insurance agent Read or hear about request for estimated expenses Write expense estimates

(TASK STATEMENT) PREPARE EXPENSE REPORT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Typewriter Receipts of expenditure Calculator	Document expenditure for lodging, food, transportation, entertainment, tips, telephone calls Type report Submit report with receipts	

DECISIONS	CUES	ERRORS
Implied - application of company policy and procedure	Receipts	Inaccurate report

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Principle: Use integrity Concept: Loyal, honest, reliable	Understanding of basic arithmetic skills	Write expense report

Duty I Processing Correspondence

1 Type letters and memorandums
2 Reproduce written correspondence
3 File correspondence
4 Mail correspondence
5 Dictate correspondence
6 Follow-up correspondence
7 Proofread correspondence
8 Compose letters and memorandums

(TASK STATEMENT) TYPE LETTERS OR MEMORANDUMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Typewriter Varityper Composer Teletype Resource books Dictionary Reference books Dictating equipment Belt record or tape Ear phones Foot control Transcribing unit Indicator slip	Obtain instructions for task Prepare machine for use: set ribbon control, set margins, set tube, clean type face, set pressure control, set touch control, set copy indicator Assemble supplies Type letters and memorandums Correct errors and proofread Correct any other errors	

DECISIONS	CUES	ERRORS
Determine format of letter or memorandums Determine type of copies desired Determine which machine is most suitable	Unclear copy Smudged copy Torn copy Proposed use Number of copies needed Company policy on format	Poor correspondence quality

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Manual dexterity Proficiency Flexibility	Addition and subtraction of whole numbers [To find average for centering] Multiplication and division with whole numbers [Convert inches to spaces] Measures of length [Linear measurement–typing paper] Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Recognize different weights of typing paper, carbon paper, and second sheets] [Identify math symbols on keyboard] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Pressure controls of page numbers]	Read directions for: accuracy, spelling; punctuation; syntax; vocabulary choice Listen to verbal instructions Ask for clarification

(TASK STATEMENT) REPRODUCE CORRESPONDENCE

TOOLS, EQUIPMENT MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE		SAFETY – HAZARD
Copier–dry, fluid Ink Mimeograph Ditto Thermal copy Thermal dittos Fluid Thermal stencils Photo copy paper Offset master Standard office supplies Operating manual	Obtain direction and materials to be reproduced Assemble supplies Prepare machine for operation Position copy on machine Set controls for: Number of copies, pressure roller, fluid pressure, heat intensity Make vertical and horizontal adjustments Run copies and collate copies		
	DECISIONS	**CUES**	**ERRORS**
	Determine process to be used: thermal, photo, fluid, mimeograph, offset	Faint copy Machine malfunction Proposed use Cost Number of copies	Poor reproduction quality Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Locate by approximation rational and integers on the number line (sequential ordering) [Pressure gauge copy counting] Given a coding system, recognize and identify each unit involved by assigning necessary symbols, nuberical or literal [Paper weights]	Read - directions Listen to directions

(TASK STATEMENT) FILE CORRESPONDENCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
File cabinet/box File folders File labels Typewriter Follow up folder Microfilm equipment Standard office supplies In-out baskets Sorting bins Cross reference sheets Charge out forms Out guides Out folders File guide Carrier folders Card tickler file	Obtain correspondence to be filed Check to see if file is prepared for that correspondence Prepare file folder; secure folder, secure proper label, type label, attach label Insert correspondence in proper order Return to file cabinet/box Microfilm correspondence	

DECISIONS	CUES	ERRORS
Implied - application of company procedure	Company policy	Improper filing Costly Poor record management

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Locate by approximation rational numbers and integers on the number line (sequential ordering) [To locate material filed numerically - including Dewey Decimal System]	Read - correspondence to be filed

(TASK STATEMENT) MAIL CORRESPONDENCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Envelopes Postage scales Standard office supplies Postage meter or stamps Typewriter Wrapping paper String Tape Carton Filler material Labels In–out basket	Obtain correspondence to be mailed Assemble supplies Address envelope Attach enclosures, fold–insert enclosures; seal envelope Weight correspondence Affix postage - insure Compute amount of postage, record postage expense log Take to mailing facility or wrap package	Safety: Do not lift up extremely heavy packages Hazard: Injured back

DECISIONS	CUES	ERRORS
Determine type of service desired: certified, special delivery, registered, 1st, 2nd, 3rd, 4th class Determine if insurance is needed	Insufficient postage Complete address Package requirements Time requirements	Improper mailing

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Measures of weights [Postage scales] Read and interpret charts, tables, and/or graphs [Postage cost tables] Multiplication and division with whole numbers [Compute postal rates] Given a coding system, recognize and identify each unit involved by assisgning necessary symbols, numerical or literal [Weights of paper; cost of mailing]	Write - typing labels, envelope

(TASK STATEMENT) DICTATE CORRESPONDENCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Dictating equipment: microphone, indicator slip, dictating unit, records, tape, or belts Reference material: previous correspondence, dictionary, Thesaurus, company policy and procedures manuals, periodicals, books, pamphlets, business reference text File	Assemble reference materials Collect thoughts and content Outline notes Dictate instructions Dictate correspondence slowly and distinctly Indicate key punctuation	

DECISIONS	CUES	ERRORS
Determine type of dictation process to be used: stenographer, machine, word processing	Material requirements Equipment availability	Inaccurate transcript

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Instrument of measure, determine length of letter - by indicator slip scale]	Dictate instructions and correspondence

(TASK STATEMENT) FOLLOW--UP CORRESPONDENCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Telephone Reference materials: phone book, previous correspondence, dictionary, reference books Tickler file Standard office supplies Typewriter File cabinet	Check calendar for items to be followed up Check tickler file for items to be followed up Complete follow up task: write letter, telephone contact, send follow-up information File follow-up correspondence	
	DECISIONS	**CUES** / **ERRORS**
	Determine what follow-up action needs to be completed	Company policy Information needs Poor communication

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Principle: Determine unmet needs Concept: Frustration	Locate by approximation rational numbers and integers on the number line (sequential ordering). [Dates of follow-up]	Discuss requests for follow-up Write follow-up information Read deadline dates on calender and in tickler file, requests

(TASK STATEMENT) PROOFREAD CORRESPONDENCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Document to be proofread Dictionary Technical reference Reference manual	Obtain document to be proofread Check document for accuracy in: spelling, punctuation, syntax, word choice, omissions, transposition, formats, strike overs, poor corrections Check for clean, clear copy Approve for distribution or reassign work	

DECISIONS	CUES	ERRORS
Implied - application of proofreading techniques	Technical reference Reference manual	Error-ridden copy Incorrect information Poor communication

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
		Reading document for accuracy Write approval or disapproval State verbally the approval or disapproval

(TASK STATEMENT) COMPOSE LETTERS OR MEMORANDUMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Previous correspondence File cabinet Dictionary Thesaurus Technical dictionary Reference book Calculator Resource books Resource people Telephone	Determine need for letter or memorandum: initiating correspondence; responding to correspondence Locate pertinent information resources Record pertinent information Outline points to be covered Apply math concepts when applicable: operate calculator Develop proper sequence of thoughts in correspondence: purpose, explanation, closing Write with clarity - brief and to the point	

DECISIONS	CUES	ERRORS
Implied - application of communication techniques	Technical dictionary	Poor communication Incorrect information

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Manual dexterity Human relations	Basic arithmetic skills and concepts dependent on need of letter being composed	Read previous correspondence Read research material Consult with resource people Read dictionary and reference materials Write correspondence

SAFETY HAZARDS

The occurrence of hazards in an office cannot readily be predicted. There are precautions an individual should take to prevent as many hazards as possible. Below is a list of these precautions.

1	Always turn off equipment when not in use	1	Electrical fire, machine damage
2	Do not use frayed cords	2	Shock, electrical fire, blown fuse, machine damage
3	Do not use extension cords excessively	3	Blown fuses, bodily injury
4	Do not overload circuits	4	Blown fuses
5	Use properly grounded plugs	5	Blown fuses, machine damage
6	Keep cords out of walkways	6	Bodily injury, machine damage
7	Turn off equipment when adjusting or repairing parts	7	Shock, machine damage
8	Turn off electricity during electrical storms	8	Fire, machine damage, bodily injury
9	Report loose carpet or tile	9	Bodily injury
10	Do not lean back on chairs	10	Bodily injury, machine damage
11	Do not use broken chairs	11	Bodily injury
12	Do not open two file drawers at once	12	Bodily injury, equipment damage
13	Do not leave open drawers and doors	13	Bodily injury
14	Cover rough edges of furniture	14	Bodily injury, clothes damage
15	Handle properly sharp objects and equipment	15	Bodily injury
16	Watch hair around machine	16	Bodily injury
17	Do not wear dangling jewelry and loose clothing around machines	17	Bodily injury, clothes or jewelry damage, machine damage
18	Handle paper carefully	18	Paper cuts
19	Have first aid supplies available	19	Result in unnecessary infections, etc.
20	Practice safety procedures during bomb scares hurricanes, floods, tornadoes, fires, robberies	20	Bodily injury, property loss, death
21	Follow security procedures in locking up the office	21	Property loss, office being broken into
22	File paper properly	22	Loss of important documents, law suit

SAFETY HAZARDS
(continued)

23	Keep liquids, grease and foods away from paper work	23	Loss or damage to important documents
24	Report loose fixtures for repair	24	Bodily injury, machine damage
25	Do not try to fix anthing that is beyond worker's comprehension; call repairperson	25	Bodily injury, machine damage

STANDARD OFFICE SUPPLIES

Supplies used in an office are standard to an extent. In order that there be a common understanding of what is meant by standard office supplies, the following list has been compiled. It should be recognized that all of these supplies will not be used in every task but some of the supplies will be used in all tasks.

Paper—letterhead, second sheets, bond, notebook, duplicating, carbon
Pens, pencils, coding pens, marking pens
Scissors
Letter opener
Stapler, staples, staple remover
Paper clips
Tape dispenser, tape
Thumb tacks
Ruler
Calendar
Note pad
Rubber bands
Correcting supplies—fluid-eraser, exacto knives
File folders
File folder labels
File drawer labels
File guides
Typewriter ribbons
Math-oriented machine (calculator) ribbon or paper tape
Reproduction masters
Paper cutter and paper punch
City, company and personal telephone directories
Envelopes
Office forms—memos, invoices, purchase orders, etc.